



Welcome to BT Business Total Broadband

# Quick Reference Guide

Follow the steps in this Quick Reference Guide to set up and start using your new BT Business Total Broadband service.

The CD will help you make the most of your new service. It includes your User Guide, with more detailed set-up tips, service information and troubleshooting.

For online help, go to [www.bt.com/business/help](http://www.bt.com/business/help)

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## **Broadband speed**

To make sure you receive the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after your broadband is activated. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

If you use an online speed checker to test your broadband speed during these ten days, it may give you an inaccurate and misleading result.

If you've got questions about your speed after ten days, go to <http://speedtester.bt.com>

# Important things you need to know

- Your equipment will get warm once connected to the power supply. Although this is normal, you should make sure that your equipment has adequate ventilation to prevent overheating. Never block the vents on your equipment.
- Don't expose your equipment to rain, water, moisture or direct sunshine.
- Don't spill liquid on your equipment.
- Keep your equipment away from sources of heat such as heaters or radiators.
- Don't attempt to disassemble or open up your equipment yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning your equipment, disconnect it from its power supply. Use a damp cloth for cleaning.
- For better performance, don't place your equipment on a television or computer monitor.
- In the event of an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.
- This product intentionally generates low-level radio frequency signals and, as such, there is a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when in close proximity. If you've any concerns, we recommend that you consult the medical device manufacturer before using this product.
- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

For more information about bandwidth, warranty, energy saving, the Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC), Declaration of Conformance with European Community Directive 1999/EC, and our terms and conditions, see 'Notices' in the User Guide on your CD.

# Where to get help

## On your desktop

Desktop Help is a tool that identifies problems with your broadband, email or Wi-Fi connection, suggests quick fixes or fixes problems remotely.

It's installed automatically when the CD included in your Welcome Pack is used to set up your BT Business Total Broadband service. Once Desktop Help is installed, you'll see the  icon on your desktop.

To help you make the most of Desktop Help, we recommend that you install it on each computer connected to your BT Business Total Broadband service.

To find out more about Desktop Help or to download it if it's not already installed, go to [www.bt.com/business/help/desktopdownload](http://www.bt.com/business/help/desktopdownload)

 Note: Desktop Help works with PCs using Windows 7, Vista or XP. If you use a Mac, see our other online help.

## Online

Your BT Business Total Broadband service includes lots of great features, including email, security, web space and more, and there are extra services that you can buy.

See online Help & Support, including frequently asked questions – [www.bt.com/business/help](http://www.bt.com/business/help)

## On your CD

There's a User Guide on your CD. It has more detailed set-up and service information, including troubleshooting.

# How to set up BT Business Total Broadband

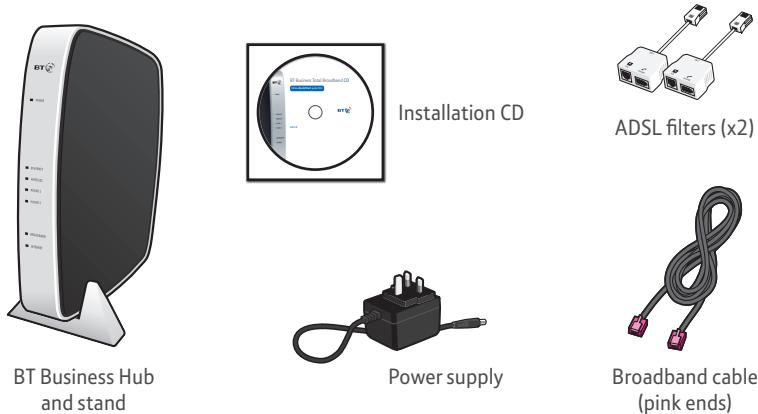
For help at any stage, see 'Where to get help' or the User Guide on your CD

Note: you can only set up your broadband on or after your activation date (shown in your 'welcome' letter and email). Your service may not be ready until 8pm on your activation day. **Please don't try to set up your service before it's activated.** As you move through the set-up, we'll explain how your Hub shows if your service is active, or whether you need to wait a little longer.

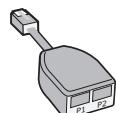
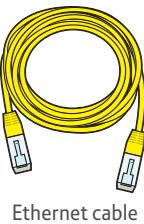
If you're moving an existing broadband connection to BT, your existing connection will stop working. When this happens, you can start setting up your Hub.

## 1 Check contents

Open your Hub box and check you've everything you need to get started. You may not need to use all the items enclosed to set up your broadband. If something's missing, contact us (see 'Where to get help').



You may not need all these items:



Note: you may also get a BT Business Broadband Voice adapter.

## 2 Unplug existing modem, router or Hub

If this is your first connection to the internet, go to step 3.

If you already connect to the internet using a modem, router or Hub, it **must be unplugged** to avoid problems with your new broadband set-up:

- if your computer is using a built-in modem: unplug the cable running from your computer to the phone socket
- if your computer connects to a separate modem, router or Hub: unplug any cables running from it to your computer, phone socket and mains power

If you already have broadband and ADSL filters attached to your phone lines, you can leave them in place and re-use them with BT Business Total Broadband.

> Already got a BT Business Hub? See [www.bt.com/business/help](http://www.bt.com/business/help)

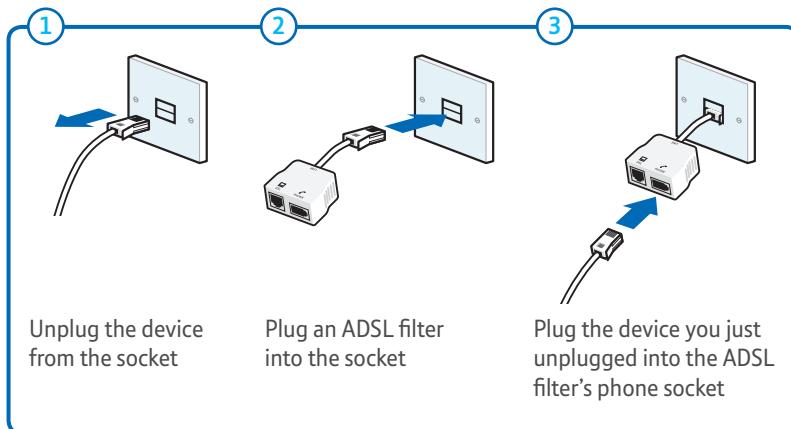
> Want to use your existing broadband modem or router? See the User Guide on your CD or [www.bt.com/business/help](http://www.bt.com/business/help)

### 3 Fit ADSL filters

You need to use ADSL filters to stop your telephone calls interfering with your broadband service. Any devices (telephones, faxes, extension bells, digital TV boxes (e.g. Sky®) or monitored-alarm systems) that plug into your phone line need filters fitted to them.

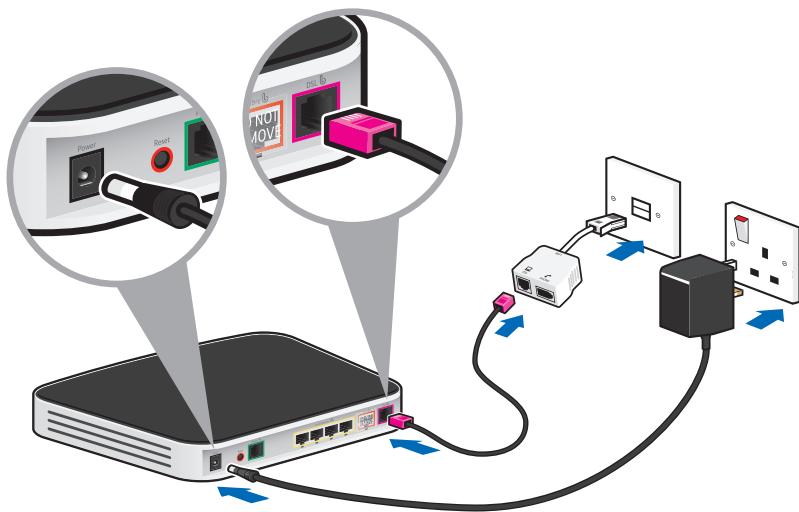
If you don't already have filters fitted from a previous broadband connection...

At each phone socket that you're using:



### 4 Plug in BT Business Hub

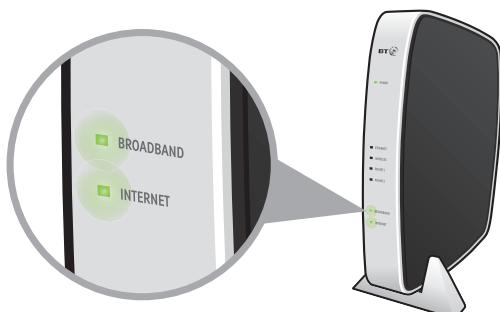
Your Hub needs to be plugged into mains power and one of the ADSL filters that you fitted in step 3.



- Plug the broadband cable (with pink ends) into the DSL socket on your Hub and the ADSL modem socket on one of the ADSL filters.
- Plug the power cable into your Hub's power socket and a nearby mains power supply. If the broadband cable isn't long enough to reach one of your ADSL filters, see [www.bt.com/business/help](http://www.bt.com/business/help)

### 5 Check BT Business Hub lights

Wait for your Hub's Broadband and Internet lights to glow green. This will take a few minutes. If the Broadband and Internet lights aren't glowing green after a few minutes, see 'Connection troubleshooting'.



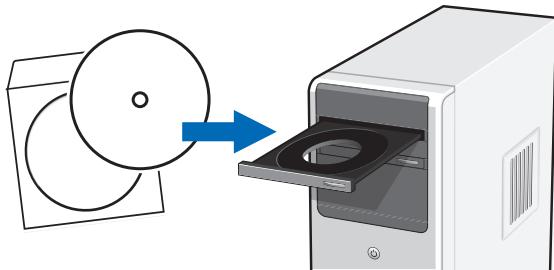
## 6 Connect computer

Choose whether to connect your computer to your Hub using the CD or without the CD.

### Connect computer using CD (recommended)

Run the CD to help you connect your computer to your Hub and make sure your computer is set up correctly for using BT Business Total Broadband. If you have more than one computer, run the CD on each one to connect it to your Hub.

- 1 Insert the CD into the computer that you want to connect to your Hub.
- 2 Wait a few moments for the CD to start, then follow the on-screen instructions.



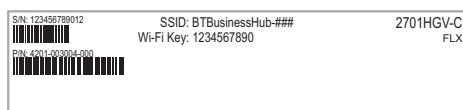
 If the CD asks you to enter your username and password, see your 'welcome' email and letter or, if you can't find these, [www.bt.com/business/help](http://www.bt.com/business/help)

### Connect computer using wireless without the CD

- 1 If your computer is already connected to your Hub using an Ethernet cable, unplug this cable.
- 2 Place your computer close to the Hub for a good wireless signal.
- 3 If you haven't already, install your wireless adapter in your computer using the adapter manufacturer's instructions. If you're using a laptop with built-in wireless, turn wireless on by using the wireless switch (if your computer has one) or activating wireless from within your wireless software. Your wireless adapter must be 802.11b or g compatible.
- 4 Find your Hub's preset wireless network name/SSID and Wi-Fi key (WPA2). These are printed on your wireless settings card (found in your BT Business Hub's box) and also on the side of your Hub.



Your wireless settings card



Wireless settings label (on side of Hub)

5 Follow the instructions for your computer's operating system below or, if your wireless adapter has its own software, use this to set up your wireless connection (see its help function if you aren't sure how to do this).

#### Windows 7, Vista and XP

1 **Windows 7:** click on the wireless icon in the system tray

**Vista:** Go to **Start**, click **Connect To**:

**XP:** Go to **Start**, click **Connect To**:  
then **Wireless Network Connection**

2 Highlight your Hub's network name in the list (checking that the last three digits match your Hub's details, e.g. BTBusinessHub-110) and click **Connect**.

3 Type your Hub's Wi-Fi key into the:

**Windows 7: Security key box**

**Vista: Security key or passphrase box**

**XP: Network Key box**

4 Click **Connect** and wait a few moments while your computer connects to your Hub.

6 Open your web browser – you should be on the internet. If you can't connect to the internet, restart your computer and try the 'Connect computer using wireless without the CD' steps again.

For more about wireless, including adapters, see the User Guide on your CD or [www.bt.com/business/help](http://www.bt.com/business/help)

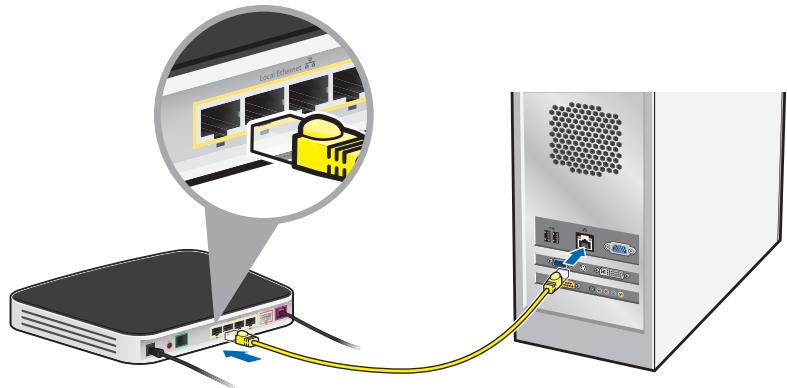
#### Connect computer using the Ethernet cable without the CD

1 Check that your computer has a spare Ethernet port. This is a small socket on the back or side of your computer and is usually marked 'LAN', 'Ethernet',  or . If you aren't sure, check your computer documents.

2 Plug one end of the yellow Ethernet cable into one of your Hub's Ethernet sockets.

3 Plug the other end of the Ethernet cable into your computer's Ethernet socket.

4 Open your web browser – you should be on the internet. If you can't connect to the internet, restart your computer and try the 'Connect computer using the Ethernet cable without the CD' again.



If you still can't connect or if a dial-up window appears, check your computer's IP settings – see the User Guide on your CD or [www.bt.com/business/help](http://www.bt.com/business/help)

# About your BT Business Hub

Your BT Business Hub is a broadband router that can connect computers to the internet using wired or wireless connections. It can share your broadband service across separate computers and devices (e.g. printers) and BT services (e.g. BT Business Broadband Voice and BT Office Anywhere).

## Hub Manager

Use your Hub Manager to change your BT Business Hub settings. To open your Hub Manager, type <http://home> or <http://192.168.1.254> in your web browser and press **Enter** or your return key.

Or you can click on the Hub Manager  icon on your desktop (it's installed automatically when the CD included in your Welcome Pack is used to set up your BT Business Total Broadband service).

## Hub Manager's password

For security, your BT Business Hub is set with a unique admin password. It's the serial number on the side of your Hub.

 To find out how to change your Hub Manager's password, see the User Guide on your CD or [www.bt.com/business/help](http://www.bt.com/business/help)

## What to do with an old Hub

If you've received your new BT Business Hub as a replacement for a faulty one, please return the faulty one together with its power cable following the instructions we gave when you contacted the helpdesk.

If you've other old electrical equipment you'd like to dispose of, see [www.bt.com/business/equipmentdisposal](http://www.bt.com/business/equipmentdisposal) (click on **Email BT**, then enter your details).

Before disposing of equipment, we recommend you reset it to its default settings to remove all your personal settings (see 'How to... Reset your Hub' in the User Guide on your CD).

# Connection troubleshooting

If your connection isn't working or it's very slow, check your Hub lights and find out what to do using the table below.

Hub light status	What's happening	What to do
Power light is flashing orange	Remote update in progress	Wait until light goes out. This can take 15 minutes to an hour, depending on your line speed.
No lights		<p>Turn off your Hub, check that the Power cable is correctly plugged in and turn your Hub back on</p> <p>If there are still no lights on, try resetting the Hub's default settings (see 'How to... Reset your Hub' in the User Guide on your CD)</p> <p>Wait a couple of minutes</p>
Broadband light is flashing green (rapidly)	Hub is connecting to broadband	Wait until light turns steady green – this can take a few minutes
Internet light is red (and Broadband light is solid green)	Broadband is active, but can't connect	<p>Check service status on 0800 169 0199</p> <p>Restart your Hub and wait until light turns steady green – this can take a few minutes</p>
Broadband light is flashing green (slowly)		<p>Wait until after 8pm on your broadband activation day</p> <p>Check that the broadband cable is correctly inserted into your Hub's DSL socket (grey), the other end of the broadband cable is correctly inserted into the ADSL filter's DSL socket and the ADSL filter is correctly plugged into your phone socket (see 'How to... Fit filters' in the User Guide on your CD)</p>
Internet light is green	Hub is connected, but there may be a problem with your computer and/or its connection to Hub	<p><b>If using Ethernet</b> Restart your Hub and wait until light turns steady green – this can take a few minutes</p> <p><b>If using wireless</b> Check that your computer's wireless adapter is fitted and/or turned on (see your computer manual for help)</p> <p>Check your wireless connection software (it should show if your computer's connected to your Hub)</p> <p>Move your computer closer to your Hub</p> <p>Make your computer and Hub away from large electrical appliances</p> <p>Change wireless channels (see 'How to... Change your wireless settings' in the User Guide on your CD)</p>
Power light is red (solid or flashing)	Hub not working	Contact us (see 'Where to get help')

To restart your Hub, switch off power at the mains power socket, unplug the power cable from your Hub, wait for one minute, turn the power back on and plug the cable back into your Hub.

Still not working? If you've tried the table above, run Desktop Help or see 'Where to get help'.

# Useful information

## Jot down your details here to have them handy

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BT Business Total Broadband username

BT Business Total Broadband password

BT Business Broadband Voice telephone number

Wireless network name (SSID<sup>1</sup>)

Wi-Fi key (WPA WEP)<sup>1</sup>

Security type (WPA-PSK or WPA2-PSK or WEP)

Hub Manager password<sup>2</sup>

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1 Printed on side of your Hub.

2 Default is serial number printed on side of your Hub.

## Contact us

To make sure you're getting in touch with the best people to help you, see the 'Help' details in your 'welcome' letters and emails.

To check broadband service status, call 0800 169 0199.

Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See [www.bt.com/pricing](http://www.bt.com/pricing) for details. All calls made to BT or from BT may be recorded to help us give you a better service.